



TREASURER-TAX COLLECTOR

DAN McALLISTER

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FOR IMMEDIATE RELEASE

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AS DECEMBER 10th DEADLINE NEARS, SAN DIEGO COUNTY TREASURER-TAX COLLECTOR OFFERS "TOTAL TAX CARE" SERVICES FOR FASTER, EASIER PROPERTY TAX PAYMENTS

With the December 10th property tax payment deadline fast approaching, San Diego County Treasurer-Tax Collector Dan McAllister today urged taxpayers to take advantage of the time-saving and enhanced options available through his Office's Total Tax Care (TTC) initiative, which is aimed at making the tax payment process faster and easier than ever before.

"TTC's goal is to provide high-value, convenient options for taxpayers," said McAllister. He added, "Through TTC, we are working hard to provide an expanded range of payment and information options best suited to taxpayers' needs. TTC is really about making the property tax payment process a true comprehensive "one-stop" experience."

Total Tax Care services include the following:

- **In-person comprehensive tax assistance and bill payment at five offices located throughout San Diego County:**

Downtown San Diego:	1600 Pacific Highway, Room 162 (County Administration Center)
El Cajon:	200 South Magnolia Avenue
Chula Vista:	590 Third Avenue
San Marcos:	334 Via Vera Cruz
Kearny Mesa:	9225 Clairemont Mesa Boulevard

On December 10, all Treasurer-Tax Collector branch locations will be open from 7 a.m. to 7 p.m. to accept payments.

- **Tax assistance and bill payment by phone.** Taxpayers can dial a toll-free number (**1-877-TAX-4SDC** or **1-877-829-4732**) to speak with a Treasurer-Tax Collector team member between 8 a.m. and 4 p.m., Monday through Friday. Recorded information about the most frequently asked questions is also available at this number on a 24/7 basis. Both the live and recorded options are offered in English and in Spanish.

For the hearing or speech impaired, TTY phone service is available at **1-877-735-2929**.

- **Online tax information and bill payment at www.sdtreastax.com**. To avoid a trip to a branch location, taxpayers can view and pay their property tax bill online. Currently, taxpayers can pay their property tax bills online using either e-check or VISA credit card. The website uses secure, state-of-the-art technology designed to prevent fraud and invasion of taxpayers' privacy.

The Treasurer-Tax Collector's website now provides information in English and Spanish to make online navigation easier for taxpayers who prefer to obtain information about their tax payment and make online payments in Spanish. Taxpayers wishing to view the Treasurer-Tax Collector's website in Spanish should go to **www.sdtreastax.com**, and then select the "**Español**" option on the homepage.

For the hearing or speech impaired, a TTY "Click to Chat" feature is available on the Treasurer-Tax Collector's website to communicate with a Treasurer-Tax Collector team member.

"By tailoring how we conduct business to taxpayers' needs, our TTC services have been a resounding success in many ways," said McAllister. He continued, "The statistics back us up. We've seen an astounding 110% increase in online payments from this time last year. The total amount of property taxes that we've collected is \$36 million more than last year's total collections at this time. Additionally, we're reaching out to thousands of residents through innovative ways such as the TTY "Click-to-Chat" option and Spanish-language website, which is the first of its kind in the County."

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